

Abstract

This paper entitled “**English Language Constraint For Contracting Staff at Mitra Global Holiday**”. The objectives of this study are to find out the constraint of Contracting Staff to serve guests or client and to find out how the Contracting improvementquality of service. The problem in this paper is “what is english language constraint for contracting in their job at MG Holiday Bandung”. The research method used in this research is qualitative descriptive approach to give the result from analyzing descriptively and do several steps to collecting and analyzing the data. The technique for collecting the data are interview to contracting staff, distributing questionnaire to guests and document of email. These means after collecting, clarifying, and analyzing and then interpreting the data for getting the result. Based on the result of this research, the writer found the lack of the vocabularies and speaking in that staff. In solving the problem, the writer gives some suggestions for the staff which submited in the last chapter and also suggestions for the MG Holiday.

Keyword: Contracting, English Language, Constraint, MG Holiday Bandung.